

# CITY OF ARROW PUBLIC LIBRARY PRIVACY POLICY

**Date:** 6/24/2020

## **Purpose:**

We would like to let the patrons of our library know that your privacy is important to us and that we understand how important it is to you to ensure your safety when frequenting the library. The City of Arrow Public Library's main purpose is to protect the privacy of its patrons and to ensure that they are able to use the library services free from having their information be used, acquired, or obtained. This is also extended to when the patrons will be using the library's online services and/or technological services as well. As you read through this policy, we hope that it is made clear how the policy works, and how we will go about keeping your personal information safe when you are at the library.

## **Definitions:**

These terms may be used throughout the policy:

- Personally Identifiable Information or PII - This can be any information that could identify you which includes...
  - Name
  - Address
  - Email address
  - Telephone number
  - Credit/debit card information
  - Library card number
- Person Identification Number or PIN - A number given to a patron that is unique and can be used on their online account regarding various services.
- Cookies - A small bit of data sent and stored to your computer's browser from the website, when you are visiting the site
- Session Cookie - A cookie that is stored for the time that one is on a site, and then deleted afterward.
- Persistent cookies - A cookie that is able to store user settings, and preferences, this generally is not deleted after the visit to the site.
- Internet Protocol or IP address - A unique address that identifies the computer that is accessing the internet or a local network.

## **General Policy:**

The overall privacy policy of the library is that all personally identifiable information or PII is to not be released to any party or actor at any time. This means that any information that is recorded by the library from library patrons will not be given out, and it will be stored and kept confidential. Therefore, any records, that involve, paying fines, what a patron has checked out, or looked up at the library will not be revealed. Furthermore, this means that any other information that might be obtained by the library from the patron will not be given out as well. The Arrow

Public Library follows this rule along with following the guidelines of the American Library Association and its bill of rights, article VII which states that “All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people’s privacy, safeguarding all library use data, including personally identifiable information.”. The Arrow public library follows California state privacy law California Code, Government Code - GOV § 6267 which states that “ All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency...”. The Arrow Public Library firmly believes this, and that all people have a right to their privacy and that this can not be infringed upon.

For more information on the library bill of rights and the California Code, Government Code - GOV § 6267 please visit:

- <http://www.ala.org/advocacy/intfreedom/librarybill>
- <https://codes.findlaw.com/ca/government-code/gov-sect-6267.html>

### **PII and Library Fines:**

Your personal identifiable information will not be shared with anyone when you pay your library fines. We understand that your personal information needs to be protected which is why the library will never ask you for your personally identifiable information when going through the process of processing your library fine, or other library transactions. You may be asked to enter your personal identification number or PIN when entering your online library account to access the library fine process but any more information other than that will not occur. If you are asked for more information, please contact the library and do not give out your information as you may be the target of a fraudulent act.

### **Third-Party Information Sharing:**

The Arrow Public Library will not and does not share personal identifying information with third parties, except that the library will be in contact with companies assisting us with processing credit/debit card transactions through our website. The transactions mentioned can include library fines, purchases made on the site that could include merchandise or any other kind of purchase or transaction made on the website. The possible transaction types can include credit card associations, debit card networks, credit/debit card processors, and banks. The library will also be in contact with the companies that assist the library by providing various services to you through the website.

### **Online Policy:**

When going online at the library or using technology that can place you on the internet the library will not be collecting your personal information. However please be aware that when you go online and read any material or download any information that we may collect or store that

information to be used for possible statistical use in the future. This could include taking that information and applying it in a way that will be more helpful for you as a patron because we would be able to create and tailor services that would best suit your needs. The kind of information collected would include the name as well as the domain of the host from where you have accessed the internet, the Internet Protocol, or IP address of the computer you are using or your browser software and operating system. Please note that this information does not identify you personally.

### **Use of Cookies:**

When you visit our site or any site, you will most likely encounter cookies. A cookie is a small bit of data that is sent and stored on your computer when you are visiting a website. The Arrow Public Library uses cookies when you go to the site. The Arrow Public library uses two types of cookies, session cookies, and persistent cookies. Here is how we use both:

- Session Cookies are not permanent and do not store or keep any permanent data or information. We use these cookies for technical purposes to better improve navigation through our site and for site performance.
- Persistent cookies however do remain on your device as they remember data and generally will be encountered when you have created an account on our site. However, we do not use these cookies to collect any personal information and we use them to better understand any differences between any new users or returning users to the site. These cookies can be removed by the user or they will be removed themselves once they expire.

### **Email:**

If you send any kind of electronic message to the library whether that's an email, text message, and/or any kind of online form, please be aware that the information will be stored by the library. This means that personal information such as your email address, name, address, etc will be stored if you send us an electronic message and this is so that way we can best respond to your message. Your information will not be shared by any third parties.

### **Data security:**

When you use the libraries web site to access your account to pay any possible library fines or make any kind of purchase or payment please know that the library takes your security seriously. The library uses and operates "secure data networks" that are protected by industry standards and only authorized individuals will have access to these networks. The library also uses encryption technology to protect our users when they are inputting their credit/debit card information and any and all information is stored securely.

### **Exceptions to Privacy Policy:**

The Arrow Public Library does have exceptions to the privacy rules for both off and online use. The library follows all State and Federal laws regarding privacy. The patron's privacy is exempt:

- By a person acting within the scope of his or her duties within the administration of the library.
- By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- By order of the appropriate superior court.

These are all exemptions that the library must Follow and are part of the California Code, Government Code - GOV § 6267. Furthermore, the library is subject to the public records laws of the State of California (“California Public Records Act”) and that information submitted to the library will fall under this act and that the library may be legally required to disclose this information.

### **Contact Information:**

Please feel free to contact us at any time for any questions, comments, or concerns about your privacy.

You can reach out to us by using our online contact form [here](#) or reach out us by:

Email: [ArrowLibHelp@gmail.com](mailto:ArrowLibHelp@gmail.com)

Phone: (818)- 542 – 7654

Example of the Online Form:



Arrow Public Library Contact Form

Please fill out the form below.

Name:

Your answer

Email:

Your answer

Your Message:

Your answer